

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re: Walter J. Hein et al. Confirmation No.: 1936
Appl. No.: 09/656,678 Art Unit: 3621
Filed: September 7, 2000 Examiner: Bradley B. Bayat
For: SYSTEM FOR ISSUE IDENTIFICATION, PRIORITIZATION
AND RESOLUTION AND ASSOCIATED METHOD

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

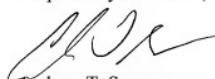
**INFORMATION DISCLOSURE STATEMENT
CITATION UNDER 37 C.F.R. § 1.97**

Sir:

Attached is a list of documents on form PTO-1449 along with a copy of any cited foreign patent documents and non-patent literature documents in accordance with 37 CFR 1.98(a)(2).

It is requested that the Examiner consider these documents and officially make them of record in accordance with the provisions of 37 C.F.R. § 1.97 and Section 609 of the MPEP. By identifying the listed documents, Applicant in no way makes any admission as to the prior art status of the listed documents, but is instead identifying the listed documents for the sake of full disclosure.

Respectfully submitted,



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*Examiner: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.